



SERVICE DESCRIPTION

PREMIUM RMA SERVICES

1. Introduction

The Premium RMA services provide for replacement hardware on-site within a defined timeframe, with the goal of maintaining high system availability. The service is delivered using dedicated parts, strategically located, to assure the associated service level.

2. Service Features & Deliverables

The service is available 24x7 during 365 days and is initiated by telephone. Upon contact with the Global Technical Support team a single point of contact will be assigned to assure the service level purchased by the customer. The service delivery agent will verify service entitlement, the defective hardware serial number, the location/address details and request a contact person (including telephone details) who will be available on-site to receive the replacement parts and if required confirm completion of the service. Once these details have been confirmed the service delivery phase will begin.

There are three levels of service and the deliverables applicable for each delivery level are outlined below:

2.1 4 hour on-site delivery by an engineer

The service provides for:

- Replacement hardware to be delivered on-site within 4 hours
- An engineer on-site within 4 hours to exchange defective hardware with replacement hardware and restore firmware and any IP address information
- The recovery of the defective hardware
- Documented confirmation of service completion

2.2 4 hour on-site delivery

The service provides for;

- Replacement hardware to be delivered on-site within 4 (four) hours
- Documented acknowledgement of replacement hardware delivery
- Defined process for return of the the defective hardware

2.3 Next day delivery

The service provides for:

- Replacement hardware to be delivered on the next day, if the confirmation details are confirmed by 15:00 local TAC time
- Documented acknowledgement of replacement hardware delivery
- Defined process for return of the the defective hardware

3. New service 30 day setup phase

For all new contracts, the service is initiated by activating the service contract in the support portal and during this process the Customer will be asked to provide the full address details including the postcode. This commences a thirty-day setup phase during which Fortinet will ensure replacement hardware is available in the closest depot to the customer address. Once the set-up phase is completed, the entitlement in the support portal will reflect the Premium RMA service level the Customer has purchased as one of: "24x7x4 On Site HW", "24x7x4 Courier HW" or "24x7 ND HW". If the customer experiences a hardware failure during this setup period, replacement hardware will be shipped with a next business day service level. It should be noted that the service setup phase is not required for a renewal of the service.



4. Customer Requirements & Responsibilities

- Provide detailed address information including the postcode of the site location
- Comply with Fortinet recommendations for ticket creation
- Initiate all requests for the service delivery via telephone
- Designate an individual who will serve as a point of contact for receipt of the replacement hardware as well as provide reconfiguration instructions and the appropriate firmware image file
- Provide access to the site location to allow for delivery of the replacement hardware
- Backup of all relevant files such as configuration and certificates
- Transfer of services within the support portal from the defective to the replacement hardware
- Return defective hardware by following the defined return process, the details of which may vary depending on location and be specified in the ticket. In the case of the 4 Hour On-Site Service;
- Allow access to the defective hardware and an adequate workspace within 10 minutes of arrival on site by the engineer
- Maintain adult (18 years or older) presence throughout the service activity
- Allow the engineer to leave site with the defective parts. If for any reason the customer does not authorize the removal of defective hardware then they are responsible for the return shipment
- Agree completion of service delivery within reasonable timeframes of the engineer arrival on site

By purchasing the service, the customer understands and agrees that Fortinet is not obligated to provide the service if the customer fails to meet these requirements.

5. Exclusions

Fortinet shall have no obligation to provide the service:

- In the event the customer alters, damages or modifies the product or any portion thereof

This service specifically excludes restoration of configuration files. The customer remains at all times responsible for the configuration and management of their Fortinet appliances.

6. Terms & Conditions

The service is fulfilled using a FortiCare service contract, and such terms and conditions entered into upon service activation apply.

7. Eligibility & Purchasing

The service is available for purchase by a customer through authorized Fortinet resellers and distributors globally. The service is delivered to the customer of Fortinet products as referenced in the purchase order placed with Fortinet by a customer or Fortinet authorized partner or distributor.

Premium RMA services are a supplement to FortiCare 24x7 technical support. It maybe purchased as a bundle with FortiGuard services for the FortiGate platforms only.

Purchasing Information: This service is sold per appliance and is available on the PRMA tabs on the Pricelist.